



**State of Montana**  
**Montana Historical Society**

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**Agency IT Plan**  
**Fiscal Year 2012-2017**

May 2012

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## EXECUTIVE SUMMARY



Montana Historical Society is a public service oriented entity providing accessibility to historical collections and information of Montana's past. Information technology is crucial for providing such service and meeting the goals and initiatives outlined in the Agency plan. Given the Society's intense involvement with affiliated Montana museum, historical society, historical preservation, library, and archive programs, our opportunities for continued, successful collaboration in IT applications are excellent.

To accomplish the requirements of the Historical Society's mission to provide exceptional customer service and for improving the preservation of Montana's history, we have developed an information technology plan to:

Heighten IT security and employee awareness;

- Establish training for staff;
- Secure funding for specialized software;
- Provide enhanced electronic services and digital content availability;
- Provide an improved and secure web experience to the public;
- Implement e-commerce for secure online transactions.

The agency plan is intended to follow closely with the direction of the State of Montana Information Technology Strategic Plan. All aspects of the Society's IT Plan are also intended to recognize the needs of the society's user base and public customer. MHS intends to work vigorously with ITSD and Montana Interactive to place obvious transactions into e-commerce. The museum store, membership, subscriptions and requests for Society research assistance through e-commerce are the first obvious applications. MHS also anticipates subsequent applications for purchase of photographs and art transparencies, paying for reproductions of library materials, or any other fee for service that the Society offers. The Society has obtained legislative funding of 7.5 million dollars towards relocation and is enthusiastic about the future prospect of improved facilities and a more state-of-the-art IT infrastructure.

## SECTION 1: AGENCY ADMINISTRATIVE INFORMATION

### ***Role: Plan Owner***

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### ***Role: IT Contact (Alternate)***

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### ***IT Inventory***

The IT inventory database located at <http://mine.mt.gov/enterpriseitinventory> was or will be updated as required by MCA 2-17-524(3)(c) the plan will be updated by June 30<sup>th</sup>, 2012.

## SECTION 2: AGENCY IT MISSION



The Montana Historical Society IT mission is dedicated to providing the highest quality of support and service to society staff, volunteers and customers by managing and using IT resources effectively and developing IT resources in an organized deliberative and cost effective manner.

## SECTION 3: AGENCY REQUIRED PROGRAMS

### *Information Security Management (ISM) Program General Description*

The Montana Historical Society has implemented a department-wide (agency) information security management program compliant with §2-15-114, MCA and State Information Technology Systems Division *Information Security Programs* policy with adoption of the National Institute of Standards and Technology (NIST) Special Publication 800 series as guides for establishing appropriate security procedures. This is in alignment with the State of Information Technology Service's direction for an enterprise approach to protect sensitive and critical information being housed and shared on State and/or external/commercial information assets or systems.

As described in NIST SP 800-39, the agency has developed and adopted the Information Risk Management Strategy to guide the agency through information security lifecycle architecture with application of risk management. This structure provides a programmatic approach to reducing the level of risk to an acceptable level, while ensuring legal and regulatory mandates are met in accordance with MCA §2-15-114.

The agency's program has four components, which interact with each other in a continuous improvement cycle. They are as follows:

- Risk Frame – Establishes the context for making risk-based decisions
- Risk Assessment – Addresses how the agency will assess risk within the context of the risk frame; identifying threats, harm, impact, vulnerabilities and likelihood of occurrence
- Risk Response – Addresses how the agency responds to risk once the level of risk is determined based on the results of the risk assessment; e.g., avoid, mitigate, accept risk, share or transfer
- Risk Monitoring – Addresses how the agency monitors risk over time; “Are we achieving desired outcomes?”

The agency's information security management program is challenged with limited resources; manpower and funding. While alternatives are reviewed and mitigation efforts are implemented the level of acceptable risk is constantly challenged by the ever changing technology and associated risks from growing attacks and social structure changes. Specific vulnerabilities have been identified which require restructure, new equipment, or personnel positions (funds increase).

### *Future Security Program Plans*

Montana Historical Society will take direction from the Department of Administration and will implement their recommendations as required.

### *Continuity of Operations (COOP) Capability Program General Description*

The Montana Historical Society will join with the Department of Administration *Continuity Services* for the development of our agency's Continuity of Operations Capabilities, which will provide the plans and structure to facilitate response and recovery capabilities to ensure the continued performance of the State Essential Functions of Government. This program involves two Blocks of focus; the first is to complete the Business Continuity Plans (BCP) involving two phases, the second Block works on the specific business processes or activity plans such as Emergency Action Plans (EAP), Information System Contingency Plan (ISCP), Communications Plans, Incident Management Plans, and more. We will complete the phases over the next biennium of 2 BCP phases and expect full completion of both Blocks over the next biennium. This program is not a standalone process in that information which is identified and recorded under this structure can and often exists in the Records Management Program and associates with Information Security Management Program requirements.

Integration of these three programs is critical to the confidentiality, integrity, and availability of information, which is associated with each program.

### ***Future COOP Program Plans***

The Montana Historical Society will collaborate with the Department of Administration over the this strategic period to we plan and develop and implement a coop.

## SECTION 4: AGENCY IT PLAN – GOALS & OBJECTIVES

### *Goal Number 1:*

#### **ITG 1      INTEGRATED AGENCY IT PLATFORM**

Describe the business requirements or business problem driving this objective.

This ongoing goal integrates the current IT Platform with MHS programs and service needs to create centralized, efficient, and appropriate deployment of information technology solutions within the scope of MHS strategic plan and personnel and financial resources.

Describe the benefits to be derived from the successful completion of this objective.

MHS staff benefit by having the resources needed to perform without overextending limited personnel and financial resources. MHS partners and patrons benefit by having reliable access to high quality content and services. Montana taxpayers benefit through tax savings associated with appropriate use of IT in government.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

Inability to conduct adequate business functions in a cohesive and organized manner between Society programs, other state agencies, and the public.

What is the timeframe for completion of this objective? **Ongoing**

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

Developed IT resources will be organized, deliberative and cost effective; Improved government services; Ability to provide educational opportunities.

### **Supporting Objective/Action**

#### **ITO 1-1      Proactive management of hardware and software assets.**

Describe the business requirements or business problem driving this objective.

Proactive management of hardware and software assets is essential to assure continuity of services provided to MHS employees, patrons and partners.

Describe the benefits to be derived from the successful completion of this objective.

Proactive management of hardware and software assets ensures that MHS staff has a stable desktop computing environment as well as a stable, secure data center. MHS partners and patrons benefit by having reliable access to high quality content and services provided through stable information systems. Montana taxpayers benefit through tax savings associated with appropriate management of hardware and software assets.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

Reduced financial resources means that MHS might not have the financial resources necessary to keep up with replacement cycles, maintenance plans, or warranties. Some patron services may be compromised if systems warranties lapse.

What is the timeframe for completion of this objective? **Ongoing**



Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

- MHS staff maintain current documentation on all systems and applications;
- MHS staff maintain and review back-up routines monthly;
- MHS staff develop, maintain and test fail-over systems for critical information systems;
- MHS ensures that all business critical hardware and software assets are protected by maintenance plans and warranties;
- MHS replaces hardware on a four-year cycle and software as needed and as budget allows;
- MHS maintains software license compliance across all MHS platforms.

## Supporting Objective/Action

### ITO1-2 IT Security

Describe the business requirements or business problem driving this objective.

Develop IT resources in an organized, deliberative and cost effective manner; protect individual privacy and the privacy of information contained within IT systems; provide educational opportunities.

Describe the benefits to be derived from the successful completion of this objective.

Creates a secured IT environment for all database and confidential information; will heighten employee and volunteer awareness of IT security, policies and procedures which will create a more secure computing environment within the Society and statewide.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

A more vulnerable work environment with increased susceptibility to a breach of confidential information.

What is the timeframe for completion of this objective? Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

Implementation of a Society-wide security program through new employee orientation and continued distribution of literature, both electronic and printed form, as it relates to IT security policies and procedures.

## Supporting Objective/Action

### ITO1-4 Staff training

Describe the business requirements or business problem driving this objective.

MHS must increase efficiencies through creative opportunities for collaboration and cross-training among internal colleagues as well as with MHS partners. ITSD training will improve government services and provide educational opportunities for staff.

Describe the benefits to be derived from the successful completion of this objective

Established training schedule to allow employees to receive adequate training for IT programs and software, as well as other training needs within the Society. MHS benefits from backup support for critical functions and from efficiencies gained utilizing ITSD staff. MHS patrons benefit by having reliable access to MHS programs and services that is not impacted by insufficient IT support.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

With today's increase in technology requirements, risk of the inability to process information timely and accurately is high. Failed customer service is certain. Current organizational funding model inhibits training for staff.

What is the timeframe for completion of this objective? **Ongoing**

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

- 1) IT staff complete a minimum of one training course and/or attend at least one professional conference that supports MHS programs and services annually;
- 2) Staff report a benefit from increased opportunities for collaboration among IT personnel;
- 3) Staff and patrons report benefit from improved responsiveness to IT service requests.

## ***Goal Number 2:***

### **ITG 2**

### **ELECTRONIC SERVICES AND DIGITAL CONTENT ACCESS AVAILABILITY**

Describe the business requirements or business problem driving this objective.

Improve customer service and staff efficiency by making Society services and information available electronically, enhancing both onsite visitor education and research experiences and opportunities and distance experiences and opportunities.

Describe the benefits to be derived from the successful completion of this objective.

Greatly improved accessibility to agency archives, artifacts, and publications.

Beneficiaries: External education organizations, researchers and the general public.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

Inability to provide internal and external access to collections and related information digitally, as well as, a decrease in customer services.

What is the timeframe for completion of this objective? **Ongoing**

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

Create quality jobs and a favorable business climate; develop IT resources in an organized, deliberative and cost effective manner; improved government services; provide educational opportunities

## Supporting Objective/Action

### ITO 2-1 Access to Research Center and Museum Catalogs

Describe the business requirements or business problem driving this objective.

Accurate and complete inventory of collections, for internal control as well as public access.

Describe the benefits to be derived from the successful completion of this objective.

Increased and improved public access to collections, improved internal collection management.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

Inability to properly manage collections and decreased or no public access to collections.

What is the timeframe for completion of this objective?

This is an ongoing project; as new collections are received they must be added to the catalogs. Minimally, will add all newly received collections to the catalog within 6 months of receipt. Backlog items to be completely added within the next 7 years, as funding allows.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

All backlog items are searchable within the catalog and newly acquired items are added within 3 months of receipt.

## Supporting Objective/Action

### ITO 2-2 Antiquities Database

Describe the business requirements or business problem driving this objective.

The State Historic Preservation Office (SHPO) is tasked with maintaining a statewide inventory of heritage properties per MCA 22-3-423.

Describe the benefits to be derived from the successful completion of this objective.

The Antiquities Database is utilized by SHPO to make determinations for state and federal agencies on any effects to heritage properties located in the State.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

Without the antiquities database SHPO would be severely limited in response to state and federal agencies when being consulted on the National Historic Preservation Act, The Montana State Antiquities Act, and The Montana Environmental Policy Act.

What is the timeframe for completion of this objective? Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

This is an ongoing project that will be continually updated. This database allows us greater protection of preservation resources with continued maintenance and improvements.

## Supporting Objective/Action

### ITO 2-3 E-Commerce

Describe the business requirements or business problem driving this objective.

Supports/Implements State IT Goal: Improve government services.

Describe the benefits to be derived from the successful completion of this objective.

Secured server/e-commerce applications for relevant Society transactions; greater efficiency; improved service to customers, and increased productivity; allows broader access to collections, merchandise, archives and related information.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

Decrease in customer service.

What is the timeframe for completion of this objective? FY 2014

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

Enhanced on-line capabilities

## Supporting Objective/Action

### ITO 2-4 Electronic Access to Montana Magazine of Western History

Describe the business requirements or business problem driving this objective.

Publishing is now in the digital age, and the technology exists to allow much wider circulation of printed material, especially among outside core audiences. Completion of the project would increase sales of the printed version of the magazine as well as MHS Press books because these products will have increased presence among readers.

Describe the benefits to be derived from the successful completion of this objective.

Having the entire sixty-year run of Montana The Magazine of Western History freely available as text-searchable PDF would increase accessibility and make it available to a world-wide audience. These goals lie at the heart of the Montana Historical Society's mission as a public agency. Search ability across publications and time periods allows users to find exactly the information they are looking for and to quickly access it.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

This project should be undertaken as funding allows. Although completion of the project would increase sales of the printed version of the magazine, since digital accessibility increases visibility, there are no particular risks involved in regard to the project's timeframe.

What is the timeframe for completion of this objective?

The project would be started as soon as funding is available. It would take six months to a year to scan hard copies and format them for on-line posting.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

The magazine's print run would be available for public use and search functions would work flawlessly. MHS website and other library databases would be updated to direct patrons to the magazine PDFs.

## SECTION 5: IT INITIATIVES (FY2012 – FY 2017)

No planned Initiatives

## SECTION 6: ENTERPRISE ALIGNMENT

### *Communities of Interest Participation*

☒ Government Services

☐ Public Safety

☐ Human Resources

☒ Environmental

☒ Education

☐ Economic

☒ Cultural Affairs

☐ Finance

## SECTION 7: PLANNED AGENCY IT EXPENDITURES

<u>Expense Category</u>	<u>FY2012</u>	<u>FY2013</u>	<u>FY2014</u>	<u>FY2015</u>	<u>FY2016</u>	<u>FY2017</u>
Personal Services	86,401.63	87398.57	89759.65	92185.47	84687.15	97263.88
Operating Expenses	205,065	204,345	204,345	204,345	204,345	204,345
Initiatives						
Other expenditures	5000	5000	5000	5000	5000	5000
<b>Totals</b>	296,466.63	296743.57	299104.65	301,530.47	294,032.15	306608.88

## SECTION 8: ADDITIONAL INFORMATION - OPTIONAL

Other types of information that support the agency's IT Plan. Some examples might include other COI participation, reference to other IT plans such as GIS plan, eGovernment plan, security plan, staffing issues and constraints, etc.